



## Certified ScrumMaster® Training



Scrum Alliance® accredits this course. Upon completing the class and passing the exam, you will receive the Certified ScrumMaster® certification.

### Overview

Our live-online or in-person Certified ScrumMaster (CSM) training course gives you essential knowledge for adopting Scrum and continuously improving your organisation. In our Certified Scrum Master course you will learn practical techniques for taking your team to the next level.

It covers both distributed and co-located teams.

You can book a place at one of our scheduled events, or we can teach a private in-house course for your organisation.

# About the Certified Scrum Master Course

## What Does the Certified Scrum Master Course Cover?

The Certified Scrum Master training course covers the following:

- Lean, Agile and Scrum — clarifying your understanding of Scrum and its underpinnings.
- Scrum patterns — going beyond the basics towards excellent Scrum.
- Facilitating great retrospectives — how to help your team to find value in retrospectives.
- The Scrum Master as team coach — what coaching is and why it differs from mentoring and consulting.
- An introduction to powerful questions.
- How the Scrum Master serves the development team.
- How the Scrum Master supports the product owner.
- Facilitating impediment removal.
- The Scrum Master as an agent for change.

Upon completing the Certified ScrumMaster course and passing the online assessment, you will become a Certified ScrumMaster® (CSM).

## Who Should Attend the Certified Scrum Master Course?

Participants of the Certified Scrum Master training course are typically Scrum Masters or others seeking to understand Scrum, including

- Beginners who are new to Agile/Scrum.
- Those currently working in software or non-software Agile/Scrum Teams.
- Established practitioners looking to formalise their experience.
- Managers and Executives interacting with Scrum teams.

You may be brand new to Agile, you may already have some knowledge under your belt, or you may be working in a Scrum Team now. Whatever your current position, you will have come to an understanding that an Agile working environment brings considerable benefits in terms of quality, productivity and time to market. This course is the next step, as it establishes a solid foundation in knowing what good practice looks like to ensure highly successful outcomes.

Certified ScrumMaster is ideal for anyone looking to start in Scrum and Agile, and it's effectively essential for established practitioners looking to move on to the next level with formal training to back up their hands-on experience.

With a CSM certificate earned through Scrum Alliance-endorsed training, you will hold an invaluable certification in Scrum, boosting your professional standing and prospects. Our CSM is equally suitable for beginners, those working in software and non-software Scrum and Agile roles, and managers and executives who interact with Scrum teams and want to learn the language and understand the framework.

## What Will You Learn in the Certified ScrumMaster Course?

In the Certified ScrumMaster training course, you will learn about the following:

- Introduction
- Lean, Agile and Scrum
  - Agile and Scrum Review and Refresh
  - Fixed vs. Growth Mindset
  - Patterns for Excellent Scrum
- Agile Facilitation
  - Facilitating Scrum
  - Group Decision Making
  - Designing and Facilitating Great Retrospectives
- An introduction to Coaching
  - Facilitating, Teaching, Mentoring and Coaching
  - Powerful Questions
  - Coaching Dojos
- Experience Scrum Through a Simulation
- Service to the Development Team
  - Servant Leadership vs. Traditional Management
  - Agile Engineering Techniques
- Service to the Product Owner
  - What Support Does the Product Owner Need?
  - Techniques for Stakeholder Management
- Service to the Organisation
  - Dealing with Impediments: Circles and Soup and The Executive Action Team
  - Why is change hard?
- Questions and Answers

## How Do I Become a Certified Scrum Master?

After you have taken part in our course, we will register you for the online CSM exam. The registration fee is included in the course fee.

The exam is multiple choice and taken online – there is no need or option to go to a test centre.

There are 50 questions and a 1-hour time limit. To pass, you need a score of 74% (37 or more out of 50 questions must be answered correctly).

If you don't pass, you can retake it without any charge. Further retakes cost \$25.

Having passed the test, you can claim your Certified ScrumMaster accreditation and download your certificate from Scrum Alliance. Scrum Alliance also automatically provides you with a digital badge through BadgeCert which you can add to your LinkedIn profile.

## What Will You Get?

If you attend the Certified Scrum Master training course, you will benefit from the following:

- The course will immerse you in the world of agile and Scrum.
- You will get an electronic copy of the course workbook and an extensive follow-up material collection, including the trainer's ebook on retrospectives.
- We will register you for the Certified ScrumMaster® (CSM) online assessment.
- You'll get a two-year membership of the Scrum Alliance. As a result, you get access to exclusive Scrum Alliance member features and content.
- Project Management Professionals® (PMP) can claim 14 PMI PDUs.
- A free optional coaching/mentoring call with the trainer.

## Why Choose Certified Scrum Master from ScrumCenter?

Firstly, our live-online Certified ScrumMaster course is interactive, engaging and fun. It's designed using training from the back of the room techniques. As a result, it leverages the science behind how the human brain learns.

Secondly, people like you who attended our live-online Certified ScrumMaster course found it highly valuable. Here are some quotes about our training:

*“Simon is an outstanding agile trainer and empathic agile coach. He has vast software development experience and is a fantastic storyteller. Simon skilfully introduces agile concepts and practices and knows how to bring his ideas across. What fascinates me about Simon is his ability to connect with people and get a detailed sense of their needs. He shares a wealth of experience, knowledge, techniques and approaches and sows seeds of insights and a deeper understanding of Agile and lean, which truly grow and transform the way one works and collaborates. Shortly said, if you want to transform to agile, Simon is your man.” Anna*

*“The agility with which the host adapted to our current situation (coronavirus) by setting up the online course was a really authentic example of how to (positively) react to change.” Henrik*

*“Simon is like a deep lake of Agile knowledge and experience, and it was a pleasure to work with him.” Marcel*

Finally, after the course, you can book a free follow-up mentoring call with the trainer to help put your new learnings into practice!

## How to Book

Places on our Certified ScrumMaster course can be booked through our website (<https://scrumcenter.co.uk>) or via email. If you would like to book three or more places on the same course, we can offer a discount. Please contact us at [training@scrumcenter.com](mailto:training@scrumcenter.com), and we will respond promptly with an offer.

You can also book a private/in-house course online or at your preferred location. Please contact us at [training@scrumcenter.com](mailto:training@scrumcenter.com), let us know what you need, and we will work with you to agree on a preferred date. You can also contact us on one of the following telephone numbers: 🇬🇧 +44 20 36089951, 🇺🇸 +1 437 886 8897 or 🇩🇪 +49 30 609856830.

## About Your Trainer, Simon Roberts



Agile and Lean Coach (ORSC™ Trained), Certified Scrum Trainer®,  
Certified Enterprise Scrum Instructor, Scrum@Scale Trainer

Simon has used lightweight/agile methods since the late 1990s and works with organisations large and small to help them achieve better results by leveraging the power of self-organising teams. He has consulted for and led several large-scale agile transitions at DAX companies in Germany, is the author of several articles and regularly speaks at conferences on agile leadership.

Simon holds an MBA specialising in Creativity, Innovation and Change from the Open University Business School.